Transport – the great debate

Chamber chief executive Jack Stopforth takes to the floor at Transport Partnership meeting

Have your say on the Mersey Gateway
Chamber backs Apprenticeships Awards
Have we Made our Mark?
Alternatively you can call us on 0845 600 1291. Simply switch all your business banking to us to qualify. This offer is only available to businesses who bank with Lloyds TSB, Barclays, NatWest or HSBC and have a turnover of £50,000 or more and are on a published tariff and not a free deal. The guaranteed saving is on the overall financial package and not individual accounts. Take advantage of this offer before it ends on 30th September 2007.

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Transport partnership must talk to business

I was invited last month to present the views of local business to the Local Transport Plan Partnership meeting. What we – the business community – have to do is shout louder about the successes in public transport in the region, but it is a two way process – rail travel in particular is being held back by a lack on information for users. Better communication with business is essential for delivering better transport solutions. We all have to make smarter transport choices both for our own company profitability. Increasing congestion needs to be tackled by everyone better managing their activities – increases in journey time destroy value that has been hard earned. If public transport is to play the increasing role that is surely its destiny then Transport Authorities must give real attention to priority measures for improving its quality, cost and reliability. Commuters are the lifeblood of our members’ businesses and we must have the very best offer for getting people access to work in a timely manner. But it’s not just about commuters. Business to business travel is another key area. There are considerable numbers of business travellers that need to move between Liverpool and Manchester – rail should be the automatic choice but due to capacity, timings and lack of good information many car users will not make the change. Indeed, the public transport opinion simply won’t occur to them. The Local Transport Plan is important but businesses are also concerned about inter-regional and inter city services. The biggest threat to the smooth running of the European Capital of Culture in 2008 is not congestion in Edge Lane but on the M6 in Birmingham or – crucially

“The Chambers of Commerce are so valuable in working with the Transport Planners to provide a conduit between businesses and the public sector”

- the Network Rail engineering works threatening to disrupt most key weekend rail traffic throughout that special year. It’s a massive agenda and one that most businesses only address directly when they are caused pain and suffering. That is why the Chambers of Commerce are so valuable in working with the Transport Planners to provide a conduit between businesses and the public sector. The Chamber is fortunate to have expertise on tap. We use this occasionally to challenge the specialists and their spending priorities and convey their concerns and aspirations into the planning process. With 4,500 members employing 200,000 people the Chambers of Commerce in Merseyside have a right to be part of the process and an obligation to promote the interests of our private sector business members. Instead of the public sector continually bemoaning the difficulties of engaging with businesses, they should use the Chamber network and celebrate the fact that our members of the six local Chambers of Commerce employ nearly a quarter of Greater Merseyside’s workforce. Use us to facilitate essential dialogue.

Contact point

Editorial

If you have any news or views you would like to share with other Chamber members, contact Terry Dunne on 0151 227 1234 or e-mail him at terry.dunne@liverpoolchamber.org.uk

Membership

For more information about membership of Liverpool Chamber, visit www.liverpoolchamber.org.uk or ring Colin Harrison on 0151 227 1234.

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The Ultimate Business Network
Using this sophisticated software we are helping companies to monitor and reduce their energy consumption – resulting in impressive savings. Smart metering is an essential tool in improving energy efficiency. Monitoring consumption in minute detail businesses can identify precisely when and where the waste is occurring and put measures in place to address the problems. In addition, an alert function is available to advise the company of any significant increase in consumption so that waste can be tackled instantly. Cutting carbon also results in significant financial savings for SMEs. On average, the companies who took part in the trial saved over £1,000 a year on their energy bills. The largest financial benefits were seen by multi-site businesses, such as retail and wholesale chains, and for high energy users, such as small manufacturing companies. Widespread adoption of advanced metering across the UK SME community would result in annual cost savings of £300 million for small businesses.

**Financial incentives**
The take-up of advanced metering technology is currently hindered by the lack of financial incentives for energy suppliers to provide these services to SMEs, which is why the Carbon Trust is calling for action and new policy measures to accelerate the roll out of this technology. Tom Delay, chief executive of the Carbon Trust, commented: “Our trial has shown that advanced meters can help businesses save money and also deliver significant carbon savings for the UK. To harness this potential there needs to be a structured and sustainable roll out of this important technology to help the UK meet its commitment to cut carbon emissions by 60 per cent by 2050.” He added, “Widespread use of advanced metering will also create new business opportunities for energy suppliers and metering service providers.”

“Boosting energy efficiency makes good financial and economic sense for businesses” – Ian Pearson, Environment and Climate Change Minister

The report was also welcomed by the Green Alliance. Stephen Hale, director said: “This research shows that there is a clear opportunity to use new metering technology to drive carbon and cost savings for small businesses. The forthcoming Energy White Paper represents a golden opportunity for the Government to introduce policy measures to ensure the potential of this technology is realised in full.” Advanced meters enable businesses to identify energy, cost and carbon savings by providing detailed information about the way they use their energy. Although this technology is well established in larger companies it is not widely used by small businesses, which currently use over 2.7 million traditional energy meters. The energy consumption through these meters is worth around £6.5 billion per year and leads to emissions of over 50 million tonnes of CO₂ per year.

Based on the new evidence from this study, the Carbon Trust is making the following recommendations:

- **Government should take action to ensure a widespread roll out of advanced metering technology to SME users**
- **Government should work to ensure that appropriate standards are put in place regarding advanced meter functionality, data availability and data transfer procedures**
- **Energy suppliers and metering service providers should investigate new business models to provide innovative metering services to their SME clients**
- **Trade bodies, the Carbon Trust and others should continue to promote the benefits of proactive use of advanced meters to the SME community**

To find out more about Smart Meters, contact Chamber Utilities™ on 0845 120 2423, www.chamberutilities.co.uk
National conference first for city

THE British Chambers of Commerce will be holding its 2008 national conference in Liverpool. This prestigious event will feature top speakers from the political and business world. It is the first time for a number of years that the annual conference has been held outside of London. Jack Stopforth, CEO of Liverpool Chamber of Commerce, said: ‘Bringing the British Chambers’ national conference here in 2008 was an opportunity too good to miss. It’s a great way to showcase the city to the business community from across the UK. Liverpool offers stunning new conference facilities and a wide range of quality hotels. By working with the British Chambers, we will also be promoting the great leisure, sporting and cultural opportunities to the delegates.” The £164m Arena & Conference Liverpool complex will open early in 2008 and boasts a stunning waterfront location, which coupled with the Grosvenor development at Liverpool One, will link the waterfront with the city centre. Delegates will have free time scheduled into their conference timetable enabling them to sample a range of uniquely Merseyside cultural and leisure opportunities during the Capital of Culture celebrations. David Frost, director general of British Chambers of Commerce, said: “I am delighted that we are taking the 2008 Conference to Liverpool so we can share in the city’s year of being European Capital of Culture. The North West of England has some of the most successful businesses in the UK and this will be a great opportunity for the region to show the rest of the country the dynamism that is fuelling the area’s renaissance.”

ACC Liverpool tops out: see page 16

Free of charge training

Finding and placing the right person for the right job is critical to business success. If you need good quality reliable employees, help is at hand. Trident Training, based in Prenton, will provide businesses with the right staff – free of charge. The only cost to the employer will be the employee’s wage. Trident Training is the training arm of Liverpool Chamber. They are currently working on Government-funded programmes designed to benefit Wirral Pathway residents. In doing this, they can help those residents living in deprived areas with their search for employment and also provide them with support and job specific training.Existing employees can also benefit from these programmes as Trident can provide funding for further training in order to enhance career development, again at no cost to the employer, ensuring a win-win situation. In short, Trident Training can offer employers:

- Recruitment and selection service.
- Industry Specific Training
- Wage subsidy of up to 20 per cent for the first 26 weeks of employment
- Regular monitoring & feedback

The Pathways Project is a consortium of partners from the public, voluntary, and community sectors, all working together to regenerate a number of the most disadvantaged communities in Wirral.

For more details, phone Karen McCombe on 0151 608 8889 or e-mail: karen.mccombe@liverpoolchamber.org.uk

Summertime, and the living is easy with Livesmart

CHAMBER member companies are continuing to share the spirit of summer around thanks to the LiveOne20 scheme. Together with staff, clients and contacts, firms are taking advantage of musical and mouth-wateringly exclusive offers. Members have already benefited from the first of a regular series of offers from the Royal Liverpool Philharmonic, cut-price VIP tickets at the star-studded Liverpool International tennis tournament and sumptuous discounts at some of the city’s top-rated restaurants and bars, including Malmaison, the London Carriage Works, Il Forno and the Pan-Am. If classical music or cuisine isn’t your thing and tennis isn’t your sport, pick up a couple of free match tickets and hospitality from Everton if you book a corporate event costing more than £3,000 at Everton’s Goodison Park before the end of August.

The package of offers is only open to cardholders as part of the ground-breaking initiative by the Liverpool Chamber and Livesmart to help the city’s businesses boost their networking and productivity potential. Given that the cards can be bought for as little as £10 each, it’s a great, cost-effective way of rewarding and incentivising staff. LiveOne20’s commercial partners across sectors as varied as dining, retail, health & beauty, leisure, culture and hotels are also telling us of the positive impact the scheme is having on trade. As with the cost of buying cards, it doesn’t cost much to get involved – businesses can participate for just £50 per month plus VAT. As well as access to 100,000 potential LiveOne20 cardholders, you’ll get an exclusive webpage to help build your business and profile your offer, exclusive Point-Of-Sale materials, training and regular information showing how effective your partnership with the scheme is.

To find out more information about the LiveOne20 scheme or to purchase cards, contact Jenny Stewart, the Chamber’s head of membership, by e-mail at liveone20@liverpoolchamber.org.uk or by telephone on 0151 227 1234 or Livesmart’s account manager Daniel White by phone on 0870 055 3472 or by e-mail at liveone20@livesmart.biz.
Five star accommodation launched

LIVERPOOL’S highest rated accommodation has been officially launched by property specialists Merchant Living, marking a new era in luxury accommodation in the city.

Designed for discerning travellers and business executives, Visit Britain’s first and only five star rated accommodation provider in Liverpool has set the benchmark in style and prestige and are already attracting attention from international corporate clients, dignitaries, sporting professionals and frequent visitors to the city.

Jim Beal, founder of Merchant Living, said: “A growing trend in the hotel industry in recent times has seen the introduction of hotel suites providing more space and allowing the guest to feel more at home whilst living away. Serviced apartments take this one step further providing a true home from home plus more!” As guest expectations continue to rise and Liverpool continues to see a surge in visitor numbers, we responded with the introduction of executive apartments. Simply put, you wouldn’t want to live in a hotel, but you would want to live in our apartments. Whatever your needs, we are here to assist you. This is the definitive visitor experience, see a world class city and stay in a world class apartment.”

No expense is spared and each apartment boasts integrated entertainment systems, wide screen TV’s, broadband facilities. All apartments have whirlpool baths, some even with TV’s over the bath. Along with open-plan kitchens with top of the range appliances, every apartment in a plethora of options for the companies who need their skills and experience.

Unfortunately the experience of a significant number of these workers has been poor, at best because employers have been unprepared for the impact of employing migrant workers and at worst by some employers seeking to exploit their situation by illegal and dangerous employment practices. The tragedy of the coke pickers in Morecambe Bay in 2004 highlights the starkest example of what the consequences of this can be and prompted calls for action to make sure this couldn’t happen again.

The majority of companies genuinely want to ensure that their recruitment and employment of migrant workers is to a good standard but recognise that there are additional challenges of employing a workforce who may not have recognised UK qualifications, for example, may not speak English, and who require support not just in employment but also about getting housing and settling into the local community. Migrant Workers North West, funded by the North West Development Agency and with the support of a large number of private, government and voluntary agencies, has been set up to provide support to employers and to migrant workers to address these issues. To do this Migrant Workers North West is putting forward a common set of principles about the employment of migrant workers, through a Charter, and promoting it to companies throughout the North West. The benefits to companies, of increased opportunities to fill gaps in skills and labour, about reducing the risks of breaches in health and safety due to lack of understanding about vital information, and increased competitiveness within an international market, are explicit within the Charter.

Help available on training directive

The Department of Health report cited in pubs and bars to share information and the radio link, which enables staff good practice in the licensing trade and the radio link, which enables staff to reduce glass injuries by subsidising premises may wish to buy the devices if they feel it a positive way of addressing they are designed to detect metallic objects concealed on a person.

The hand worn metal detectors vibrate to alert the wearer to the presence of concealed objects while they are also small enough to leave the wearer’s hands and fingers free for searching tasks. Joe explained: “This initiative is a pro-active one to enhance safety and project reassurance for the general public. We are issuing nine of these gloves to door staff at a number of clubs and bars on a trial basis throughout the city centre. They are members of our regular Pub Watch meetings who have volunteered to test the handheld metal detectors to discourage carrying of knives and other offensive weapons.

“The metal detector gloves are only on a trial at present as it is a pilot project, other premises may wish to buy the devices if they feel it a positive way of addressing potential perpetrators of crime. Additional premises will display a sign stating that random searches will take place as a condition of entry. We are also aiming to reduce glass injuries by subsidising polycarbonate glasses, building on the successful Crystal Clear campaign.

Citysafe is subsidising the difference in price between conventional glasses and the polycarbonate replacements to reduce glass-related injuries and assaults.”

These are some of the initiatives highlighted as best practice by the Government in the recently published National Alcohol Strategy which praises the partnership working of Citysafe, Liverpool’s Community Safety Partnership made up of amongst others Liverpool Chamber of Commerce, City Centre and Merseyside Police. The successes praised include Pub Watch and Best Bar None for promoting good practice in the licensing trade and the radio link, which enables staff in pubs and bars to share information about potential problems and speak to the police if they need to.

The Department of Health report cited this package of initiatives has helped to reduce assaults, robbery and antisocial behaviour by over 28 per cent in the city centre compared with last year. The overall figures represent the lowest in the centre for 10 years. Joe continued: “There has been a great deal of commitment from the trade and the agencies to enhance the safety of the city centre, the work that has been carried out is reflected in the report and we are delighted that is seen as ‘good practice’ by Government in the National Alcohol strategy report. We are constantly looking towards innovation and developing crime reduction methodology, and with continued commitment we will continue to further reduce alcohol and crime related statistics.”

Beat labour shortages

IN a bid to beat knife crime in the city’s clubs and bars, Liverpool Chamber’s Pub Watch manager, Joe Curran is issuing special electronic gloves that are designed to detect metallic objects concealed on a person.

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Businesses urged to have their say on Mersey Gateway project

BUSINESSES from across the region are being asked to give their views on the Mersey Gateway project as part of a major consultation process.

The Mersey Gateway is a £390million project to build a new bridge over the Mersey between Runcorn and Widnes. It will provide a major strategic new transport route linking the Liverpool city-region and the north west to the rest of the country, ease significant congestion problems and increase journey reliability in the area.

Detailed plans for the new crossing will be available to view in the Atrium at the Daily Post building during w/c 9th July. Exhibitions will also take place across Halton during July at venues like Halton Stadium and The Brindley arts centre. Both the new Mersey Gateway bridge and the existing Silver Jubilee Bridge will be tolled as part of the project. The exact toll level is still to be determined, but it is likely to be similar to the cost of travelling through one of the Mersey Tunnels. Cllr Tony McDermott, Leader of Halton Borough Council and Chair of the Mersey Gateway Executive Board, said: “This project is about much more than just a bridge, as it has the potential to act as a catalyst for regeneration across the region. We have already received support from major employers in the area like John Lennon Airport, O’Connor Transport and ABB, but we are keen to hear more from the business community.”

In depth studies have shown the Mersey Gateway could bring a wide range of benefits to Halton, the Liverpool city-region and the north west, including hundreds of new jobs and new opportunities for regional businesses, a chance to build new homes, shops, offices and leisure facilities and fewer traffic jams, making journeys faster and more reliable.

David Parr, chief executive of Halton Borough Council, added: “Doing nothing is simply not an option. The Silver Jubilee Bridge is struggling to cope with the 30 million vehicles that use it every year, and traffic levels are continuing to grow. This means major delays for people trying to go about their daily business who frequently get stuck in traffic jams, and acts as a disincentive for investment in the region.”

He added: “We are looking closely at the issue of discounts as part of this consultation. Our research with local people and businesses has told us they would prefer to pay tolls to having no new bridge at all.”

Visitors to the exhibition will also be able to see a 3D model that uses the latest technology to ‘look into the future’ to see what the bridge will look like, the route the bridge will take and even allows users to view the bridge from specific post codes. Due to the scale of the project, a public inquiry into it is likely to take place during 2008, before the Secretary of State for Transport can give final approval. The bridge is scheduled to open in 2014.

To find out more about the Mersey Gateway project including details of public exhibitions, or to submit your views please log on to www.merseygateway.co.uk. The consultation closes on 21st September.
Reconcile around the world

WORLD Museum Liverpool is looking for sponsors and donors to help purchase six recycling bins. Last year the Museum attracted over half a million visitors. Our visitors bring in lots of fizzy drinks cans and plastic bottles that we want to recycle but we need your help to do it.

If you would like to help us to make landfill a thing of the past and be part of a green initiative please contact Faye Davenport on 0151 478 4992 or by e-mail to faye.davenport@liverpoolmuseums.org.uk.

Improve your credentials and boost eco tourism

WITH the holiday season on its way, hotels and restaurants should look to the environment to boost their custom, says Envirowise – by tapping into the growing market of eco-conscious customers. And with research that shows nine out of 10 British tourists consider active protection of the environment to be part of a hotel’s responsibility, the need for action by the sector is clear.

To get started towards resource efficiency, Envirowise recommends hotels and restaurants try the following:

• Carry out an audit to understand current water use in each part of the site, for example the kitchens, restaurants, guest rooms, laundry and toilets. This will help identify areas with the greatest potential to make savings.
• A ‘laundry re-use’ scheme, whereby guests are asked to request clean towels and linen, can reduce water and energy costs.
• Consider water efficient technologies, such as low-flush toilets, push/spray and timed taps and flow-controlled showers.
• When replacing old and inefficient washing machines and dishwashers, consider installing water and energy efficient models.
• It is also useful to check utility invoices and the volume of waste produced and where possible compare waste usage per employee for hotels. Visit www.envirowise.gov.uk or call the Envirowise Helpline on 0800 585 794 or visit www.envirowise.gov.uk

North West group to pool best practice remediation knowledge

A body of environmental and industry experts are being pulled together to form a new group that could bring massive economic benefits to the north west.

The Northwest Land Remediation Network will aim to be a knowledge-sharing bank while encouraging best practice and then marketing this knowledge can be put to use. They developed a new type of super-fertile soil that can be put to use on brownfield sites. But few people were aware of this development.

Mr Nolan explained: “If we were working from a common framework, we may have been able to get local industry already working in the sector to market this product.”

“We already have people from Germany, France, Scandinavia and even Australia coming over here to see what we have. There are many opportunities in other EU regions in particular to use the skills and knowledge of the Northwest land remediation sector.”

“For however at present we are not marketing the full range of Northwest skills effectively. By setting up this framework, we hope to change that.”

Those involved in or with an interest in the Northwest land remediation sector should contact Gill Nowell at Envirolink Northwest on 01925 856042 or e-mail g.nowell@envirolinknorthwest.co.uk.

With the help of academics at Liverpool John Moores University provides an example of how such local knowledge can be put to use. They developed a new type of super-fertile soil that can be put to use on brownfield sites. But few people were aware of this development.

Mr Nolan explained: “If we were working from a common framework, we may have been able to get local industry already working in the sector to market this product.”

“We already have people from Germany, France, Scandinavia and even Australia coming over here to see what we have. There are many opportunities in other EU regions in particular to use the skills and knowledge of the Northwest land remediation sector.”

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Eight days. £18,000 a year

Report shows North West businesses can save time and money by seeking free environmental advice

PROACTIVE companies across the North West could save themselves eight days of valuable time a year by taking advantage of free resource efficiency advice, says Envirowise.

And those that do seek help could reduce their operational costs by as much as £18,000 per year, says the government-funded programme following its annual impact report.

Importantly, the report also shows that awareness of Envirowise is on the rise and that total savings per company in the UK are increasing too.

Nick Ward, Envirowise regional manager for the North West, says: “With environmental issues now dominating the business agenda, it is good to see that companies are using the free advice and information available to take action on resource efficiency. The potential for profitable value and time savings should be an incentive for others to do the same.”

Businesses in the region can access help via the confidential Envirowise Helpline (0800 585 794) and website (www.envirowise.gov.uk) as well as download a wide range of free sector-specific publications, factsheets and best practice guides.

Nick continues: “Our report demonstrates that some of the most effective actions businesses can take are often the simplest. For example, one manufacturing company we spoke to has begun using prefabricated transport packaging which can be returned after delivery and re-used numerous times before recycling or disposal.

“We have also seen examples of excellent housekeeping measures such as installing auto shut-off taps and showers, or operating waste water collection for reuse – which can both boost water efficiency.

“It is sometimes said that a week is a long time in business – so I would urge companies to draw on the free advice available to maximise time and free themselves up to focus on all the other elements of running a profitable business.”

For more free advice and information on business resource efficiency visit www.envirowise.gov.uk or call the Envirowise Helpline on 0800 585 794.

Eight days. £18,000 a year
Trade missions

Liverpool Chamber Trade Missions to Shanghai and Guangzhou

More and more British companies are looking at the China market as a part of their supply chain solutions, through importing, outsourcing and manufacturing in order to enhance their global business competitiveness. ChinaLink is organising two trade missions this year to visit Shanghai and Guangzhou, incorporating visits to two of the key Chinese trade fairs, China National Sourcing Fair (Shanghai) and China Import and Export Commodities Fair (Guangzhou).

Trade Mission to Shanghai (22nd - 26th September)

September’s trade mission to Shanghai incorporates the Shanghai International Sourcing Fair, which is the National Sourcing Fair for sectors such as Machinery Parts, Electronics, Apparel & Textiles, and Household Appliances. It houses country pavilions for overseas delegations from for example, Europe, North America and Japan. This is a unique event where international buyers meet potential Chinese suppliers in the buyer’s stand, and is ideal for companies buying a wide range of products and needing to meet a specific supplier pre-selected through the fair organisers.

Trade Mission to Guangzhou (14th – 30th October)

Guangzhou is the southern business capital of China and the host city for the famous Canton Fair where ChinaLink has taken many clients to in recent years. The mission to visit Guangzhou later this year is coinciding with the 102nd Canton Fair. Showcasing products from more than 12,000 manufacturers and suppliers as exhibitors, and visited by more than 200,000 overseas buyers each session, Canton Fair is China’s largest export commodities trade fair which provides one of the most effective and direct solutions for sourcing from China. The cost of each mission can be part-funded for qualifying Merseyside SMEs, funded through the Growing International Business Merseyside project of the European Commission’s ERDF Programme.

A seminar entitled “Sourcing from the China Market – Tour Your Supply Chain Solutions” was held on 21st June 2007, organised by China Business Club (UK) to advise companies regarding the details of the two missions, the two cities and the two trade fairs.

For further details on all trade missions and eligibility for funding, contact ChinaLink on chinalink@liverpoolchamber.org.uk or telephone 0151 227 1234.

‘Brits get rich in China’ with consultancy advice of ChinaLink

Sourcing Fair for sectors such as Machinery Parts, Electronics, Apparel & Textiles, and Household Appliances. It houses country pavilions for overseas delegations from for example, Europe, North America and Japan. This is a unique event where international buyers meet potential Chinese suppliers in the buyer’s stand, and is ideal for companies buying a wide range of products and needing to meet a specific supplier pre-selected through the fair organisers.

Trade Mission to Shanghai

One of the British businesses was a Merseyside company, Caldeira Ltd, which Dr Kegang Wu and his team of consultants at ChinaLink advised and helped making the award winning success in China. Since 2004, Dr Wu flew out to China on a number of occasions with the company to facilitate the negotiation of the joint venture set-up and to advise on taxation and local business operations.

ChinaLink’s Dr Kegang Wu with Tony Caldeira at the opening of his second factory in China.

International Liverpool

12th July – a one day event to celebrate the launch of the Chamber’s international trade centre for Greater Merseyside.

10:00AM SITPRO International Trade Seminars and Trade Clinics (Liverpool Digital).

Organised in conjunction with SITPRO & British Chambers of Commerce SITPRO is the agency simplifying trade procedures and the issues associated with trading overseas. Topics include: what trade facilitation means to your business; e-business for your business; modernising international trade; making money

14:00PM Seminar on new changes on British Visas & Immigration policies & operations effective from 2008 (Liverpool)

The expert teams from UKvisas, the agency established by FCO & Home Office will present the new changes being introduced in both of their UK & overseas operations including the points based system, e-borders, work permits, biometrics, and the appeals system and how these changes impact on employers operating with overseas countries as well as organisations who handle inward business visitors, students & immigrants.

16:30PM Growing International Business on Merseyside (Liverpool)

A series of presentations by the team of international trade executives from the Merseyside international trade centre covering financial support and subsidies for International activities; trade missions and export services; The China Market Programme; Americas Market Programme; Export Certification; and CPD in International Business. The presentation will be followed by a networking opportunity.

For more information, contact Belinda Doherty on 0151 224 1855 or e-mail belinda.doherty@liverpoolchamber.org.uk
Continuing professional development

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Funding available
Companies within greater Merseyside may be eligible for funding through ERDF. Funding available covers 50 per cent of the cost of each course for one delegate.

For further information or registration please call on 0151 227 1234 e-mail at icc@liverpoolchamber.org.uk or send this form back to the international trade centre.

Funding helps make Irish eyes smile with trade mission support

A trade mission supporting SMEs new to the Irish market is running on 17th-19th September. Ireland is an excellent choice for first time exporters. It is the UK’s fourth largest export market. It is a major customer for products and services of all kinds and its young population (with a third aged 25-44) makes it attractive to exporters.

There are opportunities in almost all sectors, but the following are particularly attractive: construction, energy, environment, food and drink, healthcare and transport. This is a fabulous opportunity for Merseyside businesses. Having successfully secured European Funding, we are now able to offer you a chance to participate in this trade mission at a more affordable price. Eligible companies will receive a subsidy of 50 per cent towards expenses, up to a maximum eligible expenditure of £1000, covering flight travel, accommodation, in-country travel, interpreter costs, in-market telephone calls and certain market research.

If you are interested in participating in this mission, contact Maxine Globe at the international trade centre e-mail: maxine.globe@liverpoolchamber.org.uk or call 0151 227 1234, ext 2239.

Simple actions save lives

First Aid doesn’t take long to learn but it can help save lives.
A blocked airway can kill someone in three to four minutes, but it can take more than eight minutes for an ambulance to arrive. Simple procedures can save a life while waiting for emergency medical help to arrive.
At Liverpool John Moores University, the Pre Hospital Care team includes seven highly experienced practising paramedic tutors, who in September 2007 will be offering a Foundation Degree in Paramedic Studies in partnership with North West Ambulance Service.
Along with a two-year Foundation Degree and post registration programmes, the team will use their expert knowledge and experience to deliver a range of training for individuals and organisations. It will cater for all levels, including First Person On Scene ©, First Aid at Work approved by the Health & Safety Executive, basic first aid and immediate life support. These courses will be available from July 2007.

The purpose of the First Person on Scene (FPoS) award is to provide immediate life support to the patient pending the arrival of pre hospital care. Effective interventions in areas such as airway stabilisation, basic life support, early defibrillation, oxygenation and circulatory support have been shown to make a difference to survival outcome, and are reflected in the FPoS award.

The First Aid at Work award is a comprehensive first aid training programme that includes key life saving skills and response to common emergencies. The programme allows for a thorough analysis of emergency situations, and gives participants the opportunity to practice skills. These courses will be provided at LJMU’s clinical practice suite or can be delivered on site.

Dave Taylor, head of Pre Hospital Care Team, said: "This is a unique opportunity to work alongside university-educated practising paramedics. The First Person on Scene award offers an organisation the opportunity to tailor the course to their specific needs, e.g. Fire Service, to develop the knowledge and skills of their staff. Nothing is more rewarding than saving a life". Shirley Congdon, director of the School of Nursing and Primary Care Practice, said: "The demand for high quality education and training that helps students to demonstrate both academic and work related skills is increasing. The school is committed to the development of awards that will contribute to effective skill development that meets the needs of employers and the community. The First Person on Scene training complements the vast range of work related programmes the School offers."

For a full list of courses or to arrange a meeting to discuss your training requirements please call 0151 231 8072 or contact nrs-enterprise@ljmu.ac.uk
In order to keep pace with the mounting industry demand for training and recruitment, the Chamber’s training arm Trident has had to grow and adapt. The team has recruited three new members. New arrivals Simon Chadwick, workforce development manager; Peter Morton, workforce development officer and Alan Standley, workforce development officer have been recruited to meet the diverse demands Trident now finds placed upon it. Alan brings a wealth of experience from his background in international trade, dealing with the pharmaceutical industry, and the engineering sector. Peter has recently transferred from a blue chip UK manufacturer, working for Unilever and British Vita. Both workforce development officers bring a vast amount of recruitment and training experience. Simon has over 15 years of experience in recruitment and training throughout the region and has successfully aided over 10,000 companies with their recruitment and training needs.

With a remit that includes supporting Greater Merseyside companies with: • Pathways Wirral – recruitment with wage subsidies • Skillworks Training – 60/40 split for tailored bespoke training • Apprenticeships – 16-18 year olds with NVQ qualifications • Recruitment – free of charge service to Greater Merseyside companies • Commercial sales – employer contributes towards training The Chamber’s training arm certainly has a diverse and challenging future. While each member will focus upon their own specialist area, the team will have the flexibility to assist employers in any area. It is envisaged that the varied skill set within the team will meet the challenges raised by Greater Merseyside.

The existing strong business links are to be expanded and complemented not only by new personnel but new learning methods. In an effort to streamline service provision and minimise the impact on business e-learning has been adopted. E-learning offers our employees the flexibility to fit learning around their lifestyle and their commitments of the organisation. The Chamber adopted e-learning in 2006 and remain the only fully operational training provider in the region to have utilised this new technology.

If your company would like to reap the benefits of the Apprenticeship Programme contact the Trident’s workforce development team on 0151 236 3222.

TRIDENT Training Ltd would like to congratulate the following Apprentices who have achieved their NVQ Apprenticeship so far in 2007.

We would also like to thank all the companies listed alongside the Apprentices, for all the help and support they have provided throughout the learners time with Trident.

Apprenticeship Level 2
Naheed Hassan – Business and Administration at H J Walker Sibia
Andrew Parle – Business and Administration at Liverpool John Moores University
Michelle Blake – Business and Administration at Lorne Stewart
Kirsty Bramhill – Business and Administration at Alexander Myerson
Alison Thomas – Business and Administration at Goodmans Solicitors
Jade Diboe – Business and Administration at Malthouse and Co
Annie Barnes – Business and Administration at Thomas Moulton
Laura Lawless – Business and Administration at Hamilton Burke Defau
Kirsty Jones – Accounting at Philharmonic Hall
Sarah Copeland – Customer Service at Denholm Logistics Ltd
Christine Feegan – Customer Service at James Russell
Amy Davies – Customer Service at Trimar Care
Laura Campbell – Customer Service at Atlantic Container Line

Advanced Apprenticeship Level 3
Rachael Moore – Customer Service at EJ Horrocks Limited
Jamie Nolan – Accounting at Russell & Company
Steven Julian – Management at The Marriot Hotel
Leanne Brown – Management at Wheathill Riding Centre

Facility of Health and Applied Social Sciences
Life support skills for the workplace

Liverpool John Moores University can offer:
• First Person on Scene – Basic and Intermediate
• First Aid at Work – 4 day (HSE approved course)
• First Aid at Work Refresher – 2 days
• Paediatric First Aid
• Immediate Life support

Other training includes
• Manual Handling
• Bespoke training

Contact us today for a brochure and further information:
+ 0151 231 8072 e. nrs-enterprise@ljmu.ac.uk
Delivering success in industry

WHEN National Vocational Qualifications were introduced in 1986 by the National Council for Vocational Qualifications, they provided a much needed work-related training qualification that reflected the skills and knowledge needed to competently do the job. They also relieved the employer of the prior burden of training costs to bring employees up to industry standard. Some 21 years have passed since the introduction of NVQs and industry has benefited greatly with the introduction of Apprenticeship Frameworks. By embracing the qualification processes and integrating them into their own individual training and development programs, employers recognise that the benefits give the employee a sense of purpose and a willingness to succeed.

One company that Trident Training Ltd have been regularly involved with and has recognised the value of vocational/apprenticeship training is CMA-CGM (UK) Shipping Ltd. The French-owned organisation is currently the third largest shipping line operating to and from worldwide ports such as the port of Liverpool. Human resource spokesperson Emma Cook said that CMA-CGM have been involved in apprenticeships training for many years and it seems to be growing in popularity. The company recognising the benefits it can create.

For the company it delivers:
• a workforce developed in the skills relevant to shipping/logistics
• highly motivated staff
• a work-based qualification

It also lowers staff turnover, keeps the staff up-to-date with the latest technology and best practice, and is benchmarked against national performance standards. Employees get nationally recognised qualifications, enhanced skills and knowledge are more productive and motivated, and maximise their potential. E-learning offers their employees tangible benefits over traditional methods of Apprenticeship training: allowing them to focus on what they want to learn, where they want to learn and when they want to learn. Emma said: “It gives employees the flexibility to fit learning around their lifestyle and the commitments of the organisation. They also have access to the study materials 24 hours a day so they are no longer committed to rush to lessons. “On completion of the Apprenticeship Framework, we offer all employees the opportunity to take their studies further in offering a financial assistance for study” scheme. This enables staff to embark on a technical/industry specific qualification which is funded by the company. “Successful completion of an Apprenticeship Framework is also taken into consideration as part of the salary/performance review process. Although we use this as a retention tool we see it as an important part of personal development for the individual.”

If your company would like to reap the benefits of the Apprenticeship Programme, contact Trident’s workforce development team on 0151 236 3222.

Chamber backing Apprenticeship with awards

EVERTON Football Club was the venue for the recent Apprentice Employer Award, sponsored by the Greater Merseyside Learning and Skills Council. The key message of the night was for companies to embrace the Apprenticeship programme funded by the LSC. The apprenticeship programme is designed by employers in the UK and is a cost effective way to up skill your work force. Employees between the ages of 16-18 may be eligible to take part in the apprenticeship totally free of charge.

The Liverpool Chamber of Commerce showed their commitment to the apprenticeship programme by sponsoring the award for the Business Administration and Law apprentice employer of the year. Jack Stopforth, the chief executive of the Chamber, presented the award to Parkin S Booth in recognition of their support and the opportunities given to their apprentices. Trident Training, the training arm of the Liverpool Chamber of Commerce, is able to offer a free recruitment service for companies wishing to employ a young person on an apprenticeship programme.

For further information contact either Kellie or Alan on 0151 236 3222 or e-mail recruitment@liverpoolchamber.org.uk

Jack Stopforth presents the Business Administration and Law apprentice lawyer of the year award to John Moran of Parkin S Booth
Chamber team challenges proposals

LIVERPOOL. Chamber’s Business Crime Direct Team is becoming worried about a number of proposals emanating from Whitehall relating to retail crime. When £80 fixed penalty notices for shop theft were introduced in 2005, the British Retail Consortium and British Chambers of Commerce were assured by the Home Office that tickets would only be issued in strictly controlled circumstances; they would not be issued to career or violent criminals, nor to those stealing goods valued at more than £200. After initial teething problems, BCD is happy that in Liverpool, tickets are usually issued in appropriate circumstances.

Mike Schuck, the chief executive of Action Against Business Crime, went on national radio to combat suggestions from the Government’s Sentencing Advisory Panel that fixed penalty notices be extended to repeat offenders, that the ceiling of £200 be increased, and that a system of dealing with thieves by street reparations to victims be introduced. Then the British Retail Consortium sent out their director general Kevin Hawkins to fight suggestions from the new Justice Ministry that prison overcrowding should be relieved by severely restricting the use of custody for “low-level” offences. BCD believe shop theft is what the Ministry has in mind.

Now a further consultation document from the Home Office is ringing alarm bells; a review of the Police and Criminal Evidence Act proposes short term holding areas and cells in stores and shopping centres. The BRC supports the move but only if the following criteria are adhered to:

- The police, not store staff must be responsible for removing offenders from a store to a cell.
- The police, not shopping centre owners or stores, must have sole responsibility for the cell’s operation.
- In no circumstances should cells in retail centres be used as “overflow” for police cells.
- Many large shopping centres throughout the country already have police stations or detention areas. Business Crime Direct have visited Selfridges store in Oxford Street, London where the Metropolitan Police are building a cell complex in an unused part of the store. In Liverpool, where it is forecast that the massive Grosvenor L1 development will take the city from 17th to 4th in the UK table of shopping destinations, there are no plans to introduce a new police station or holding cells in the retail area. Liverpool retail staff who detain shop thieves will continue to attempt to detain sometimes violent prisoners until the police arrive. If such detained shop thieves are not to receive a fixed penalty notice, they will then be taken to the extremely busy custody suite at St Anne Street Police Station.
- BCD’s general manager Peter Jones said: “In Liverpool City Centre we have built up a very robust partnership between businesses, the police, the council and the City Watch team who manage the CCTV cameras and wardens. Crime is at its lowest for a decade.

“We have the Safer Business Award and feel we are in control of the shop thief situation. We have fewer thieves now visiting the city centre but are finding that there is a hard core of career, life style thieves who are harder to deter.

“We have brought in training for security guards in the use of handcuffs to protect them when dealing with violent prisoners. We are very interested in the concept of detention areas in shopping centres, but like the BRC we think that detention areas and cells are jobs for the police. We would hope that the Home Office are not thinking about asking retailers to detain thieves in cells until the police arrive.”
Profile of a fraudster

RESULTS of KPMG Forensic’s new international study recently revealed the following regarding the profile of a typical corporate fraudster.

The study looked at 360 actual fraud cases which the forensic departments of KPMG firms in Europe, the Middle East and Africa have investigated over recent years covering both the private and public sector. For each case, in-depth research into the nature of the fraud, how it was committed, by whom, for how long, and by which method it was eventually detected. The aim of the study is to help organisations learn from the experience of others when spotting potential and actual fraudsters, as well as potential fraud risks and control weaknesses, before they become a significant problem.

The study covered a wide range of types of fraud including financial misreporting. Some of the headline findings include:

- Over half of organisation fraudsters commit 20 or more fraudulent acts
- Two thirds of fraudsters carry on for between one and five years before they are caught
- Weak or abused internal controls help them get away with it
- ‘Whistle-blowing’ is the most common vehicle for detection (21 per cent).

Weak internal controls are the most common method it was eventually detected. The typical fraudster is aged between 36 and 55. By the time he starts enriching himself by illegal means, he has usually been employed by the organisation for six or more years. He typically works in the finance department and commits the fraud single-handed. In 86 percent of cases he is at management level – and in two thirds of cases he is a member of senior management. Greed and opportunity are his motivating factors.

Worryingly, the typical fraudster commits multiple offences over an extended period of time before being detected. Over half (51 per cent) commit 20 or more fraudulent acts, and a third commit more than 50. Two thirds commit frauds for between one and five years, and nearly one in 10 get away with it for over six years. With the total financial loss caused per fraudster being more than one million euro in 42 per cent of cases, the financial toll on organisations can be significant.

Over 60 per cent of perpetrators are members of senior management, whose status in the organisation makes it easier for them to bypass internal controls and inflict greater damage on the organisation. Given the repeated and extended nature of most frauds, organisations need to work extremely hard to detect frauds earlier, through tighter internal controls, data analytical tools, and more widely publicised fraud reporting mechanisms. Engendering the right culture is also important, to create an environment where it is less likely that fraud can take root.

Controls and tip-offs
Weak internal controls are the most usual enabler of frauds (in 49 per cent of cases), followed by abuse of internal controls (in 36 per cent of cases). Not surprisingly therefore offences are most commonly discovered through staff ‘whistle-blowing’ (in 25 per cent of cases). Management reviews are the second most common vehicle for detection (21 per cent).

Behind closed doors
How sensitively the affected organisations react to fraud is shown by the fact that two thirds issue incomplete information or none at all about the incident. The employees, authorities and media are rarely informed for fear of loss of image. Consequently, offences only occasionally undergo criminal investigation. Mostly, independent investigations are carried out without the police or the public authorities being informed.

The financial damage inflicted by fraudsters can be severe. In many cases, the affected organisations have to bear the losses themselves.

Recoveries of losses from fraud can take several years to be completed. Prevention, such as introducing ethics and integrity measures at the top management level, is in our experience a more efficient and cost-effective strategy. Among the cases analysed, the highest number occurred in the public sector (29 per cent of cases), with the rest fairly evenly split amongst other sectors such as industrials, communications and financial services.

This article is intended to be a snapshot of the key findings. The full study is available at www.kpmg.co.uk
ONE out of five businesses in the North West approached the 1st July deadline not realising that their smoking room would have to be closed. NEW research from the Department of Health shows that although nearly eight out of ten (76 per cent) businesses in the North West are aware of the legislation, when questioned on the detail, one out of five thought that smoking rooms would still be allowed.

The Government has already launched a major campaign to prepare businesses for the ban, including advertising and a mail-out of guidance to more than a million businesses. A dedicated website has also been set up to help businesses and the public to prepare.

When asked as part of a website poll what people would like to see their smoking room changed into, three out of five people said they would like the room to be used for leisure purposes or a chill out room, while one in five said that they would opt for an extra meeting room. Nearly one out of five (17 per cent) businesses in the North West realise that they were not yet fully compliant and that they would have to take action as the ban took effect. Although half of businesses are currently no smoking workplaces, even if they are already smokefree businesses will have to take to action by putting up no-smoking signs to meet the requirements of the new law.

Caroline Flint, Public Health Minister said: “All businesses need to ensure that they know exactly what they need to do. Closing smoking rooms and making sure that everyone displays the correct signage will play a key part in the smooth implementation of this legislation. Guidance is now available to download and is currently being mailed directly to businesses. We are confident that by working together everyone should be ready.” The legislation means that virtually all enclosed and substantially enclosed public places and workplaces will need to be smokefree, including work vehicles which are used by more than one person. Managers will have legal responsibilities to prevent anyone smoking in smokefree premises and vehicles, and will need to ensure that no-smoking signs are displayed at each entrance to their premises and inside work vehicles.

Through the Smokefree England campaign, the Department of Health has produced a range of guidance and signage to support businesses to prepare for the new law. This is now being mailed to over 1.7m businesses across the country and is available to download from www.smokefreeengland.co.uk.

Members get help to stop smoking

IN response to the Government’s proposals to ban smoking throughout all public places, including work places, a radical development in the UK is giving new light to conventional non-smoking initiatives. Renewu offers a smoking cessation service using Bioresonance which dramatically helps smoking addicts easily quit the habit for long-term benefits. Renewu can help you to create a new you through smoking cessation.

The health benefits of quitting smoking are well known and with the smoke free agenda coming into place there has never been a better time to quit.

Renewu is Liverpool’s only smoking cessation clinic using Bio-resonance technology. Bio-resonance is a painless, holistic method. How does it work: nicotine has an electromagnetic charge over your body giving you craving to smoke. The bio-resonance machine inverts the energy patterns of nicotine which are then passed to the body via electrodes. The process reduces phase cancellation which means that the electromagnetic charge of nicotine is reduced. Therefore it becomes easier for the body to eliminate nicotine over the next 24hrs and your cravings dramatically reduce as your body detoxifies.

Additionally, the phase cancellation removes the energetic pattern of nicotine from the body, erasing the memory of nicotine which also reduces the cravings. This differs from giving up smoking via cold turkey method where your body still hangs onto the memory of nicotine giving you the craving to smoke.

Renewu is unique in that it has a holistic approach which has successfully helped hundreds of people to quit smoking. The result: 90 per cent success after two sessions, and 70 per cent after just one session. Renewu offer additional therapy for addiction to other drugs such as the addiction to cannabis using the same highly effective bio-resonance treatment.

Renewu is based at 28 Rodney Street, Liverpool. For an initial enquiry to see how Renewu can help to quit smoking for life through a totally painless holistic therapy, please ring our friendly staff at the Renewu Contact Centre on 0151 702 9000 for a free consultation. Liverpool Chamber members will receive a 10 per cent discount on treatment.
Grosvenor appoints the team for Liverpool One

GROSVENOR has appointed Finch, the creative agency, as the lead agency to handle the advertising and marketing of their £1 billion shopping and leisure development in the heart of Liverpool city centre. Finch won a competitive pitch against two Manchester agencies to secure the business. Media bookings will be handled by Manchester-based Mediavest. They will work alongside Finch in planning the mix of media to reach and influence the key audiences. The PR will be handled by Manchester agency Staniforth. The consumer marketing budget – split between the three agencies – is worth over £5 million over three years. The development is the largest of its kind currently under construction in Europe and will put Liverpool back on the radar as an internationally recognised shopping and leisure destination. It is on schedule, with the retail due to open in Spring 2008. This will include anchor tenants which include the biggest John Lewis in the north west, as well as Debenhams. The leisure sector will follow and open in Autumn 2008.

LIVERPOOL Social Enterprise Youth Communications Network CIC (YCN) is celebrating the launch of the first edition of its new Youth Live magazine. The publication is produced almost exclusively by and for young people from schools and youth clubs around the city and plans are to roll it out across Merseyside. Founder and company secretary Richard Horscraft said: “YCN exists to enable and empower young people to promote themselves as ‘force for good’ and Youth Live is intended to empower, educate, inform and entertain.” It will be circulated around the education, youth and health sectors with Liverpool Primary Care Trust funding a two-page health feature. Other funding towards the pilot editions has come from LCVS, Riverside Housing and the Local Network Fund. YCN has received valuable help from Westin Spirit Trading, Elect and Creative Bias which has given start up funds along with Expanding Horizons Social Capital Fund and Business Liverpool.

Haute couture arrives in Liverpool

GUI Couture, a Merseyside-based bespoke tailoring business, has taken up residence in Liverpool city centre. In keeping with their core focus of sourcing top quality cloth and creating hand-made bespoke garments unique to each individual client, GUI Couture has opened a new fitting studio in the Couture Exchange on Old Hall Street. Guy Adeuja, managing director, says: “After more than 30 years’ experience in the world of fashion and tailoring, I realise there is no such thing as a ‘normal’ shaped person – off-the-peg fashion solutions always involve compromise on fit, quality or fabric. GUI Couture customers need never compromise on these three essentials allowing us to create custom garments that enhance confidence and assure comfort. Having joined the Chamber of Commerce and other business organisations, GUI Couture’s clientele has expanded rapidly as the business community has discovered the benefits of having an experienced and highly personable wardrobe manager and style consultant at their disposal.

More information on GUI Couture can be found at www.guicouture.co.uk, or you can call Guy Adeuja on 07725 528 106.

Royal Mail tops the league in the courier challenge

ROYAL Mail has topped the courier league for consistently delivering packages on time and at low cost, according to a new, independent study. Research International found that rival courier services fell short against Royal Mail’s performance for its Special Delivery 9am and lunchtime guaranteed delivery services.

Liverpool Ventures expands

LIVERPOOL Ventures is expanding and has relocated to the Cunard Building in Liverpool City Centre.

The organisation, a subsidiary of Merseyside Special Investment Fund, provides dedicated pre and post investment support services to individuals or companies applying to MSIF’s £27m Liverpool Seed Fund. The move to new premises marks a new phase of development for the organisation which has appointed two new consultants and a high profile ICT specialist to its growing team.

Lorna Green joins Liverpool Ventures from Retail & Consumer Group plc where she managed the commercialisation of a number of medical products. Her previous roles were with Vernon-Carus the £60m turnover healthcare business. David Lever, a financial director, has been advising businesses independently for a number of years. He has international experience in leading teams, change management and in acquisitions and joint ventures. Before becoming a consultant he spent 21 years with a chemicals and water services company in senior management roles. Steven Smith, the ICT director for Merseyside, has been appointed to deliver Board Level support to Liverpool Seed Fund investors. Managing director Malcolm Stewart said: “We are developing our services as we expand to reflect the needs of the increasing number of early stage, knowledge-based proposals we are seeing which have high commercial potential. We are particularly pleased to have attracted candidates of such high calibre and are confident they will contribute a great deal to the success of the businesses we work with.”

Liverpool Ventures was previously based in the Liverpool Film Studios on Boundary Street. An event to launch the opening of Liverpool Ventures’ new offices was attended by members of the professional and business community in the Cunard Building.

Dentists smile with ICE

Wirral-based marketing and communications agency ICE Ltd has recently won a new marketing contract for Thornton Hough-based dental practice, Buckley & McGrath.

ICE won a two stage competitive pitch process for Buckley & McGrath’s marketing account against a number of other local agencies, and will now be providing a wide range of marketing, design and public relations services for this client. This will include helping Buckley and McGrath break into new markets, as well continuing to position the partners as leading names in specialist dental work and training, both nationally and internationally.
Employer Direct online
The key to easier vacancy management

Employer Direct online couldn’t
be easier to use – and it’s free!

Take total control of your vacancies – advertise your jobs immediately on the UK’s number one recruitment website, via our offices and our telephone job matching service.

Get connected today – call 0845 601 2001 or visit www.jobcentreplus.gov.uk/key

Streamline your recruitment with Employer Direct online

Employer Direct online is a fast and easy way to advertise and manage your jobs through Jobcentre Plus and reach over a million jobseekers a week, says Melanie Barber, e-Business Delivery Team at Jobcentre Plus.

If you want to spend less time and money on the recruitment process, and streamline your administration while reaching a wider pool of candidates, then it’s time you considered using an online recruitment portal, like Employer Direct online from Jobcentre Plus.

Employer Direct online is a free service that lets you manage your recruitment process, from your PC, via the internet. It gives you complete control and flexibility; you can notify, amend or close a job, write job descriptions or fine tune your advert to maximise the volume and quality of responses. It’s also possible to change your advert live online. With e-recruitment your vacancies are online in minutes and seen by anyone with internet access or via a Jobpoint terminal in Jobcentre Plus offices.

LOW COST AND FLEXIBLE

Employer Direct online has come just at the right time for thousands of employers, as confirmed by the Chartered Institute of Personnel and Development (CIPD). Its Recruitment, Retention and Turnover 2006 survey found that e-recruitment is growing. Almost two-thirds of employers use e-recruitment because of the availability of high speed broadband connections and the move towards paperless working. A further 84 per cent of respondents have made greater use of email applications in the last 3 years, and 7 out of 10 say they are advertising roles on their corporate websites and using online applications.

When questioned about why they back e-recruitment, an overwhelming 71 percent of employers believe it reduces their recruitment costs, a convincing 60 percent say it broadens the selection pool of candidates and 47 per cent think it decreases the time it takes to hire.

HOW TO GET STARTED

To see how Employer Direct online could help you, log on to www.jobcentreplus.gov.uk/key and follow the instructions. There’s help and advice on every screen, and you can pick up the phone if you have a query.

With Employer Direct online, your job will be advertised instantly on the Jobcentre Plus website, the UK’s most visited recruitment website with over a million visitors each week. The vacancies can also be viewed on touchscreen Jobpoint terminals which are available throughout the network of Jobcentre Plus offices, and viewed via the Directgov website, at www.direct.gov.uk.
Sultan’s feast at Chamber platform

MEMBERS enjoyed a superb banquet at the Sultan’s Place recently when the Chamber’s platform lunch located to this popular venue. The event had a strong automotive theme beginning with Mike Harrison from Williams BMW introduced the company and showed a DVD featuring the latest run flat tyres, Carl Speight from Livesmart spoke about the new Liveone20 card launched in conjunction with Liverpool Chamber (and which can be used at the Sultan’s Palace). Rob Gallagher from Robins & Day Peugeot spoke about the benefits of the sales and service offered by this large dealership.

L-R: Rob Gallagher, Mike Harrison and Carl Speight with Terry from Liverpool Chamber

President’s Lunch

AT this year’s President’s Lunch, Lord Derby highlighted the changes in Liverpool and the fact that in recent years the public sector has created the right environment for the private sector growth that is now being seen. David Frost, director general of the BCC, spoke of his views following his tour of the city centre. He said he was impressed with the scale of the redevelopment. He stressed that Liverpool was chosen for the 2008 BCC conference due to the vibrancy of the city and that this prestigious event will provide a good business audience. He continued that prosperity equalled confidence and a can do attitude and this is what he’d seen in Liverpool. Bob Pratty, chief executive of Liverpool Arena and Convention Centre, explained how the new building is on time and within budget. He also stated that bookings were above budget and that the arena capacity had been boosted to 10,600 seats to cope with larger events. The arena is scheduled to open on 12th January 2008 with the launch event of the capital of culture celebrations.

K-Seal building a reputation

OVER 160 guests attended the latest Construction and Development Lunch at Liverpool City Centre Marriott Hotel. Guest speaker was Stephen Wooley, managing director and partner of K-Seal Glass Ltd. Stephen explained that K-Seal Glass services both the commercial and domestic markets and is heavily involved in supplying glass products used in the regeneration of Liverpool. He went on to say that the company was among the first manufacturing companies in the North West to work towards ISO 14000 Environmental Management and how they had recently won the “Best Business – Merseyside 2006” sponsored by the Liverpool Echo, Barclays and Business Link.
MAKE Your Mark in Liverpool has been established in the city for eight months now but what has been achieved? Since October 2006 there have been 115 events, there were 222 teams and 1,322 people who participated in the Make Your Mark Challenge in November, 25 young entrepreneurs from the city entered the Enterprise Young Brits competition, there have been over 50 media articles, four new networks catalysed, over 20 young ambassadors, 50 role models and key supporters of the campaign and 10 Girls! Make Your Mark Ambassadors.

There has also been a Liverpool winner for the Make Your Mark in Film competition and three local schools engaged in the Make Your Mark Clubs pilot. The Make Your Mark in Liverpool team has met with everyone from Culture Company to Liverpool Philharmonic, from sole traders to multinational companies employing thousands and of course most importantly, young people themselves. It is a remarkable achievement to have delivered so much in such a short space of time but that is only the beginning.

Over the coming months there will be a huge amount of activity, starting with the launch of the Make Your Mark in Liverpool music challenge which has been designed to stimulate enterprise and challenge young people to make their mark in the city. This series of challenges will focus not only on the performance elements of the music industry but business and management, promotion, design and A&R. Starting with A&R, young people will be asked to submit demos or complications of unsigned Liverpool artists with some, given the opportunity to perform and showcase their talents during the music networking events which will be held every six weeks until November. At these events, young people will also have the opportunity to connect with music industry professionals and other young people to form teams and compete for a series of money can’t buy prizes. For more information on this campaign please visit www.myspace.com/makeyourmarkinliverpool.

As well as music, the Make Your Mark in Liverpool team will be rolling out several other enterprise based campaign and supporting existing schemes. A Grand Idea to Make Your Mark is a national campaign supported by MTV and Fopp Music. The idea is simple – submit your grand idea plus five steps to make it happen and the best ones will win £1,000. It is open to anyone aged 16-25 however in Liverpool and with the support of Lime Pictures (makers of Hollyoaks and Grange Hill) there is a special £1,000 prize for the person who comes up with the best idea to “Make Liverpool Great in 08”. To enter this competition or find out more information please visit www.mtvflux.co.uk/agrandidea.

For any other information about the campaign or how you or your organisation can get involved in Liverpool, contact one of the team on either 0151 703 7460 or Liverpool@enterpriseinsight.co.uk.

The speaker, the army, his regiment and their secretary

ON a blustery and quite chilly morning over 40 members crossed the Anglican Cathedral piazza en-route to a Business Breakfast with guest speaker Colonel Martin Amlot OBE, whose presentation was intriguingly entitled The Army, The Regiment and the Secretary.

His story included details of being posted to exotic parts of the world while Britain shivered during the infamous three day week, teaching his wife to Ski in Germany, memories of The Falklands War and his current duties as Regimental Secretary to The Duke of Lancaster’s Regiment. Following his presentation, he took a number of questions including whether Prince Harry should serve in Iraq. The topic was headline news the very next day.
Walk down the Everton Way

EVERTON’S Youth Academy brings their elite football development programme online – delivering The Everton Way to the world.

For years, Everton’s Youth Academy has enjoyed huge success in producing quality players for the Premier ship. Wayne Rooney, Leon Osman, James Vaughan and Victor Anichebe – to name just a few – all came through the ranks at Everton. Now anyone from across the world can follow The Everton Way online. Coaches can discover the methods used by the blues, while players can follow the programme just like the Toffees’ trainees – and all can be explored at the click of a button.

Everton first team player, James Vaughan – a product of The Everton Way – is delighted with how well things have gone for him at Goodison since arriving as a nine-year-old. James said: “The Everton Way has certainly worked for me and it has also worked for a number of other young players. “One of the first things fans say to me is that they always like to see home-grown players do well and for everyone to get the chance to see the way it all works is great.”

The site offers hundreds of video clips, editorial walkthroughs and audio commentary guide you through the unique journey to develop players the Everton Way. Everton chief executive, Keith Wyness said: “There is huge appeal to develop the game across North America, Canada, Australia and many other global territories.

“This proven Academy programme acts as the perfect tool to provide quality football knowledge to coaches and players across the world, and further cement Everton’s reputation as a top Premiership Club that produces excellent home-grown talent.”

And despite player development being highly competitive amongst Premier League clubs, Everton is proud to be the first club to open the doors and reveal their techniques.

Academy manager Ray Hall said: “Never before has a Premiership Club dared to divulge the secrets of successful player development.

“We are delighted to share our knowledge with the world and make an impact on global football development.”

To learn more about The Everton Way website, visit www.evertonway.com

Major hotel expansion drives capacity at Albert Dock

PREMIER Travel Inn, the UK’s biggest hotel chain, is expanding its existing premises at Liverpool’s historic Albert Dock to create an extra 56 new bedrooms and three new meeting rooms – increasing its capacity by over 43 per cent.

The decision was made following the high demand for bedrooms and business facilities ever since the hotel opened at the Albert Dock in 2002. Premier Travel Inn are also keen to maximise the significant opportunities presented by Liverpool’s waterfront developments.

The hotel will occupy an extra 30,000 sq ft of space within the Albert Dock’s Britannia Building, taking the total number of bedrooms up to 186. A refurbishment of the entire site, including the hotel’s bar and full service restaurant will be carried out, ensuring that the heritage of the building is preserved throughout.

Three unique meeting rooms will be created in the Grade 1 listed hotel, purpose built for Liverpool’s business market. Each meeting room will be fully equipped with ‘Touchbase’ business facilities – offering guests a comfortable and modern work environment in which to hot desk, hold meetings or relax with colleagues.

Liverpool is in the midst of a major period of tourism and leisure growth with significant schemes including leading conference destination – Arena and Convention Centre Liverpool, Europe’s largest retail scheme – Liverpool One and the Cruise Liner Terminal all focused on the waterfront around the Albert Dock.

Research conducted by The Mersey Partnership (TMP) indicated that the market for attractions, eating, drinking and hotel accommodation at the Albert Dock is set to rise significantly. It is predicted that an additional 1.5 million people will visit the waterfront once developments are finished and the Albert Dock and its tenants are developing their leisure and tourism offer to benefit from this dramatic growth.

Some 15-20 per cent of all visitors to Merseyside come to the Albert Dock, making it the region’s most visited tourist attraction. Highlights such as the Beatles Story, Merseyside Maritime Museum, Tate Liverpool, the range of stylish bars and restaurants and stunning World Heritage setting draw over five million visitors a year.

Liverpool-based estimation service ready for take off

WITH the amount of construction going on in Liverpool at the moment, it will probably come as no surprise that new names are appearing on building sites throughout the city. However, not many of them are new and fewer still are based in Liverpool. One exception to this is Take-Off & Build Ltd, a new business located in Liverpool city centre at The Corn Exchange in Fenwick Street.

Take-Off & Build are a construction estimating company set up by Paul Clay and Chris Hitchmough, who have between them over 40 years experience in the construction industry. Although construction estimating has traditionally been used by main contractors who have their own in house departments or small to medium-sized builders who sub-contract the work out, the construction marketplace is changing, and a more diverse range of clients now use an estimating service.

Theses changes are reflected in Take-Off & Build’s customer base. Architects who submit two or three options to clients need detailed, yet cost-effective, feasibility studies conducted. Developers who need forecasts and budgets to obtain and release finance. Self builders who need help with cost planning. Contractors who have difficulty recruiting and training staff to produce bills of quantity and sub-contractor tenders. All have a need for a reliable, professional estimating service.

Most clients today expect to see a professionally written, detailed report that gives them the information they need to enable them to make an informed decision, as well as the confidence that the person providing it can deliver the project to the clients requirements. Using Conquest, the industry leading software, reports can be produced for multi-million pound projects or domestic extensions and can be formatted using standard layouts or customised to your requirements.

Liverpool is a city that is vibrant and visibly growing. Construction estimating can play a key role in ensuring that it continues to grow, on time and within budget.

For more information, e-mail: chris.hitchmough@takeoffandbuild.co.uk

THE ULTIMATE BUSINESS NETWORK
Fairytale success for Hall

KNOWSLEY Hall, one of Merseyside’s most prestigious stately homes has been named in a list of the country’s top 10 wedding venues, by a wedding planner to the stars.
The only North West venue to appear in a list of luxury locations across the UK, the Earl of Derby’s ancestral home has been ranked in the top 10 by celebrity wedding planner, Peregrine Armstrong-Jones, on the timesonline website. 
Armstrong-Jones, who has planned the weddings of Elton John, the Beckhams and most recently Liz Hurley, describes Knowsley Hall as the best choice for a venue which is “as close to fairytale as you’ll get this side of a Ladybird book”.

Knowsley Hall offers a magnificent setting in which to hold a wedding celebration, incorporating original architecture, beautiful landscaped gardens and exceptional cuisine to make it the perfect venue for the perfect day. Licensed to hold civil wedding ceremonies, wedding breakfasts take place in the magnificent State Dining Room, created in 1820 by the 12th Earl of Derby to honour a visit by King George IV. Evening entertainments continue with dancing and entertainment in the breathtaking Stucco Ballroom; a fairytale setting fit for a princess. Built in 1385, the Hall has 600 years of experience in fine dining and entertaining VIP guests, and rooms such as the State Dining Room and Stucco Ballroom provide excellent backdrops for a range of events including weddings and conferences. 

Aside from achieving this accolade, Knowsley Hall underwent a lavish restoration programme in recent years to make it one of the finest conferencing venues in the UK, offering unique and flexible options to its corporate clients. Set in 2,500 acres of parkland, it can accommodate marquees in a range of sizes for a variety of events. Facilities also extend to fantastic away day and team building packages, which include quad-biking, archery, and a 4x4 course.

New Mind takes national IT award

WINNERS of the annual Big Chip Awards were announced at a glittering ceremony in Manchester recently.
The awards are designed for North West companies excelling in the use of IT and digital technology. Congratulations go out to Chamber members, New Mind who won a double. They beat off strong contenders to win Best Public Sector project with their South West Region Tourism Project. They impressed the judges because it was an example of a cost centre being turned into something that made a profit. The project saved money by removing the maintenance costs associated with the original, incompatible systems, and generates revenue by taking a commission on bookings made through the system. This project helped them scoop the Best in Merseyside category. The judges said their project showed the North West has the potential to compete with anyone in the world in the implementation of interactive technology.

Tenant recruitment drive

Business development manager joins the all-new marketing team

BLUECOAT Arts Centre has appointed new business development manager Lynne Robertson to drive the organisation’s tenant recruitment activity.

Scottish born Lynne moved to Liverpool 12 years ago after completing her degree in Hospitality and Tourism Management. She has worked in the creative industries in Liverpool for almost a decade, in which time she set up her own independent fashion label and was involved in a number of export missions to places such as New York and Cape Town.

Lynne has spent the last two and a half years working for Train 2000, a social enterprise helping women on Merseyside become self-employed, providing business planning support, advice and training. Following a £12.5 million redevelopment, Bluecoat Arts Centre will reopen to the Arts Centre has will be stepping-up their tenant recruitment activity over the next few months and are planning a tenant open day in early summer. 

Any potential tenants who want to know more about the open day would like any further details about tenancy opportunities can contact Lynne on 0151 702 5321 or lynne@bluecoatartscentre.com

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Who, what, when, where, why, how, and what’s in it for the audience?

Who – ask yourself who is going to attend? What are their titles job function levels of experience, and expectations?

What – ask what will they want me to cover? What should I put in and what should I leave out? Remember you are not doing this to impress them with your knowledge, you are doing it to cover the areas that are of interest to them.

When – ask when is the very best time to deliver this presentation? Where does it fit in the sales cycle? When does it need to be ready by? When do I need to start putting it together?

Where – ask you where is the very best place to deliver this presentation? The location will have a big effect in determining a successful outcome.

Why – this is the most important question of all. Ask yourself why you are doing this? Ask yourself what do I want to happen as a result of this and have I got a strong call to action at the end? You must have crystal clear clarity in this area. Both for you and your audience.

How – ask how should I deliver this? Should I use PowerPoint, flip chart, visual aids? Is it formal or casual? How can I make it interesting and interactive?

What’s in it for the audience?

Remember people only buy benefits. If you want your audience to buy your presentation then pack it full of benefits.

Prepare well then stand and deliver with confidence.

For more information on presentation skills courses call 0204 888826 or visit www.mlptraining.co.uk
**Monkeys business for local agency**

A newly formed Liverpool design consultancy Mercy Design has scooped a high profile contract to provide illustrations for the newly released second album by chart topping band the Arctic Monkeys, ‘Favourite Worst Nightmare’.

The agency has been operating for just under a year, it was set up by Joe Bramall (right) and Doug Kerr, who had been working locally since graduating from Liverpool John Moores University in 2002 using support from Liverpool’s Chamber’s New Entrepreneurship Scholarship.

“Mercy Fanzine, exhibitions and events in Liverpool had and London have been up and running since 2002 and the design business was a natural extension of this,” says Joe. The highly regarded Mercy fanzine was instrumental in winning the high profile contract. Joe explained: “The designers who were commissioned to do the artwork for the album saw the fanzine and got in touch with us; we pitched for the job of providing illustrations and were successful.”

Mercy supplied 20 images and eight were used on the final artwork. The images were inspired by the band’s witty and knowing lyrics, particularly the lyrics ‘Briarstorm’ and ‘This House is a Circus’. Their designs have been used on CD artwork, t-shirts and merchandise and posters and materials used to promote the album. Mercy are also creating artwork and a website for Liverpool’s up-and-coming band ‘The Wombats who have recently signed a record deal with Warner Music’s 14th Floor Records. The company is already promoting its presence nationally. Mercy was name checked in a recent edition of the influential Sunday Times ‘Style’ magazine as part of a ‘cool Liverpool’ feature.

Joe said: “The first year of trading has been good we initially supported the business by working part time but we have scaled back the days as the business has grown. Our aim is to grow our client base and continue to demonstrate our versatility and innovation.”

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**Topping out ceremony at ACC Liverpool**

LIVERPOOL’S new Arena and Convention Centre has already taken bookings for 83 events ahead of its opening next year.

And the figure was announced at ACC Liverpool’s topping out ceremony, which took place recently to mark the completion of the main structure of the project.

The £146m development on the city’s King’s Waterfront will open in January 2008 to host the Capital of Culture opening ceremony. It comprises a 10,600 seat arena and a convention centre with 1,350 seats and total exhibition space of 7000 square metres under one roof.

ACC Liverpool chief executive Bob Prattey (pictured) said: “As we stand here today, no fewer than 83 events have now been confirmed across the arena and convention centre. That is a fantastic vote of confidence for Liverpool – and we know there are more to come.

“When we show people around this site, they are bowled over. There’s bowled over by the waterfront location, by the stunning design and by Liverpool – the destination – and the prospect of bringing their big events to one of the UK’s most exciting, dynamic cities for the very first time.”

Hundreds of guests joined the Bovis Lend Lease workers who are building ACC Liverpool – which meant that it was the first time a large number of people gathered inside the arena. They were given a sneak preview of the facilities, as well as a spectacular indoor fireworks display and performances by a samba band on the arena floor. They also had the opportunity to sample food by ACC Liverpool’s appointed caterers, Heathcotes Outside, run by acclaimed chef Paul Heathcote.

The official topping out ceremony was conducted by schoolgirl Rachel Kelly, 18 – who was chosen because of her work with Liverpool’s Schools’ Parliament – and Warren Bradley, Liverpool City Council Leader.

Rachel, from Childwall, Liverpool, said: “I can’t wait until the arena opens because at the moment my friends and I have to travel to Manchester to see the really big bands. They’ll be coming here from next year and that’s brilliant. This is a fantastic facility and I’m so proud to have played a part in such a historic day.”

**Flagship Speke development hits the top**

MATCHBOX, the latest phase of the expansion of Matchworks, the flagship Urban Splash office development on Speke Road, Garston was topped out recently at a special ceremony held on its roof.

Urban Splash chairman, Tom Bloxham MBE was joined by Councilor Peter Millear, Ian Hassall, development director, Liverpool Land Development Company and Jack Stopforth, chief executive officer, Liverpool Chamber of Commerce to celebrate the topping out of the building reaching its full height.

Matchbox will be ready to occupy later this year and its completion will see up to 2,800 people employed at the former Bryant and May site.

The “topping out” ceremony can be traced back to Ancient Egypt (2700 BC) when slaves placed a live plant on top of pyramids for those who died during construction.

Others included priests blessing buildings to ward off evil spirits and Scandinavians hoisting evergreen trees to the top of buildings as a signal to start the completion party! “Today’s topping out marks a significant stage in the growth of the Matchworks estate,” said Tom Bloxham MBE, chairman, Urban Splash.

“Matchbox is a fantastic asset to the site and we look forward to welcoming the new tenants when it completes later this year.”

“I have known the Matchworks site for years, I campaigned to try and prevent Bryant and May leaving, so its great to see the huge changes that have taken place since Urban Splash has taken on the site,” said Jack Stopforth, chief executive, Liverpool Chamber of Commerce. “The investment and the new job creation is really changing the whole Speke Garston area for the better.”

The contemporary Matchbox is the first new build by Urban Splash in Liverpool and will provide 19,000 sq ft of Grade A office accommodation with comfort cooling and fitted to high specification. Urban Splash believes the landmark building will be an excellent location for a prestigious headquarters.

Urban Splash Work has appointed agents GVA Grimley (0870 900 8990) and CBRE (0151 227 4611) to assist with the letting of the scheme.
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Exceptional former Banking Hall with potentially 50,000 sq ft available to let

Martins Building is one of Liverpool’s finest buildings situated at the centre of the City’s commercial district.

The former banking hall has been identified as a suitable setting for a number of uses.

• Offices • Casino • Restaurant and Bar
• Gymnasium • Boutique Hotel • Mixed Use including Retail

Impressive Options
Architectural drawings and images showing different options for bespoke office, retail/leisure solutions are available upon request. For further information or to arrange viewings please contact the joint letting agents.
The stunning banking hall within Martins Building, Water Street is set for radical transformation following the recent closure of Barclays' branch and relocation to their new City branch on Lord Street. The landlords, Castlewood Securities Ltd., and Barclays are now seeking new occupiers for this unique accommodation situated at the centre of Liverpool’s commercial district.

Architects have produced a number of innovative yet sensitive schemes for the re-use of the banking hall for a number of uses including: high-quality, contemporary offices; boutique hotel; casino; gymnasium; restaurant/bar; and retail space. In each case, the emphasis is on quality – respecting the inherent quality of the space, the building and its prime location.

For office conversion, the scheme envisages creating open-plan, ‘Grade A’ office space suitable to the needs of modern occupiers including raised floors and cooling yet within a spectacular and impressive setting. The office space comprises approximately 25,000 sq. ft., plus 10,000 sq. ft. of basement space, but can be extended to provide up to 40,000 sq. ft. of accommodation.

The 5-star hotel conversion envisages a spectacular entrance from Water Street into a majestic central lobby area housing the reception and restaurant/bar areas with the bedrooms positioned around the perimeter. The scheme incorporates 80 bedrooms, together with conference areas, bars, restaurants and spa/leisure facilities.

There are further schemes for conversion into a casino and mixed-use proposals including restaurant/bar, gymnasium and retail uses.

Martins Building was built between 1927 and 1932 and is the masterpiece of architect Herbert J. Rowse and judged by architectural historian Pevsner as among the very best interwar classical buildings in the country. The building is regarded as one of Liverpool’s best office buildings being home to Deloitte, St James’s Place, Thompsons Solicitors and The Maersk Company Ltd.

Further details can be obtained from Nick Rice/Mark Worthington at Irving Rice (0151 476 0001) or Tim Westlake-Bryant at Sanderson Weatherall (0161 615 7000).
ScottishPower energises fashion store Cruise

**Designer** clothes emporium Cruise has forged a tailor-made partnership with utility company ScottishPower.

The energy people have been working closely with the iconic fashion store which has its finger on the pulse when it comes to what’s cutting it on the catwalk and also what’s cutting its power bills.

The shop for style-conscious Scots has been signed up with ScottishPower for the last five years and enjoys a flexible yet tailor-made contract.


Charlie said: “We deal with all the Cruise stores in the UK and work very closely with them to ensure that they are getting the best deal and the best service from us. I think it helps that I have been working on this account for the past five years as we have forged an extremely good working relationship which allows us to address any issues which may arise and also to ensure we are continually able to look at what best suits the client at any particular time.

“We aim to try and remain flexible for our clients and really provide a service which is tailor-made for them.”

“Charlie and the team at ScottishPower do their best to offer us the most convenient deal for Cruise and it’s that kind of service and dedication that keeps us loyal to ScottishPower.”

As Cruise has shown, energy efficiency should be top priority for any business that is aiming to keep its profits up and overheads down.

Many firms make the mistake of thinking that they don’t have the time to look into introducing energy saving measures to the workplace but not doing so could be costing them money.

The energy people at ScottishPower realise this and are at the forefront of educating customers on the benefits of energy efficiency.

The company knows that the bottom line for firms is profit and it does everything it can to help lower their overheads.

And with a customer base of around 200,000 small and medium sized companies across the UK ScottishPower can help to make a real impact.

Jacqueline Kay, Business Sales Marketing Manager for ScottishPower, said: “We have a wealth of advice and information about energy efficiency which is available to our customers and it is not difficult or time consuming to apply in the workplace. All it takes is a little bit of thought about the amount of power you use and how you use it and a few simple steps should help keep your overheads down.

“At ScottishPower, we understand that running any business is a balancing act and getting the balance right between cutting expenditure and increasing productivity can be hard work.

“We have a team of account managers who are dedicated to giving first class service to business. This means that they can be confident of getting the best service possible from people who know about their particular business needs.

“Businesses often think they can’t spare the time to explore cost-cutting measures but by negotiating lower costs or doing more to save energy and become more energy efficient they can reduce their bills and help do their bit for the environment.

“At ScottishPower we offer a commonsense approach for business because we understand the challenges businesses face.”

For further information, log on to www.scottishpower.co.uk/business
ScottishPower is committed to building great partnerships with our business clients. By working together, we can better embrace the big issues in the energy market, whether that’s offering excellent energy efficiency advice or demonstrating our commitment to renewable sources. And because we continue to offer great value for money and first class customer service, our relationship with our clients remains as sustainable as our energy.

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Regeneration

Why you should leave your asbestos where it is: with complete safety

When you discover asbestos present in your premises, the first reaction is often panic, immediately followed by trying to find someone who will remove it safely. And then there’s the cost in money and in the inevitable disruption...

One and a half million commercial properties in the UK which still contain hazardous asbestos can now be made safe without the material being removed.

A lot of time and money is expended in the removal and disposal of asbestos – not to mention the cost of replacing the removed material with a modern, safe equivalent. Removal of asbestos can also entail closure of your premises for a number of days, which can have serious consequences for a business, including loss of production, customers and revenue.

With these factors in mind, we were determined to find a better way of managing asbestos – and we have done it! Asbestos Survey Specialists Ltd now offers a much more environmentally-friendly and cost-effective solution than removal. It’s called encapsulation.

Asbestos Survey Specialists is one of leading asbestos encapsulation organisations in the UK. Our services are endorsed by the Asbestos Watchdog UK – the independent body set up specifically to combat commercial abuses surrounding the safe management of Asbestos Containing Materials (ACMs) in business premises. Asbestos Watchdog UK has praised Asbestos Survey Specialists championing of encapsulation as the most environmentally friendly and cost-effective, and the least disruptive way of managing asbestos in the great majority of cases.

Encapsulation offers a much safer option than removal and disposal, which themselves incur the risk of causing harmful fibres to be released into the atmosphere. By treating the ACMs with specially formulated encapsulants, all the potentially harmful fibres are sealed in, so that the materials can be safely left in place. In the average case it saves up to 50 per cent of the cost compared with removal. We offer the benefits of global expertise and national coverage with the attraction of local prices!

Products
There are three principal encapsulation products that can be used singly or in any combination depending on specific requirements:

- Encapsulant 050 is a premium quality compound for sealing cracks and joints in both interior and exterior applications. It may be applied to wet or dry surfaces and will seal cracks and joints up to 12mm deep in one application, curing to form a rubbery seal with elongation properties of up to 300 per cent.
- Encapsulant 100 is a premium quality coating that encapsulates fibres. It penetrates and binds to form a tough cohesive surface, durable, flexible, vapour impermeable and capable of long-term adhesion.
- Encapsulant 200 is a premium quality protective membrane exhibiting high elongation with aggressive adhesion and durability characteristics. Available in several colours, 200 is recommended over 100 for external or internal applications where longer term water proofing and decorative protection are required.

These products all exceed HSE (Health and Safety Executive) requirements for encapsulants. To test the effectiveness of the product, we mixed encapsulant 100 with a cup of sand. Within one hour the mixture had fused into solid mass, with no grains of sand being released!

Application
Encapsulation entails an airless sprayed application of one or more coats of a special compound that seals the dusty asbestos-containing surface and penetrates deep into the sheet to lock into place all the dangerous loose asbestos fibres.

We apply these products in a number of ways dependent on size and scale of the asbestos requiring treatment, taking into account your business needs and staff safety. The products we use produce no toxic fumes, are virtually odourless and cause no harm to humans, animals or vegetation. Encapsulation can also be the safest and most effective option for your premises.
Building a new city centre

by Jim Gill OBE,
Chief Executive, Liverpool Vision

IT is a year since I reported to Chamber members on the regeneration of Liverpool city centre and I’m pleased to report continued progress. The physical transformation is becoming ever more visible on the city’s skyline, particularly with major projects on the waterfront, in the commercial district and retail areas.

One of the schemes which has caught the public’s imagination is the new Arena and Convention Centre Liverpool at Kings Waterfront. This project has always had the strong support of the Chamber and its membership, for which we are grateful. The scheme is on schedule to open early next year and the new operating company, led by Bob Prathey, has already confirmed over 80 conferences for 2008 and beyond. A tremendous boost for the city’s economy.

But there is more to the Kings Waterfront development than the impressive new Arena and Convention Centre. International hotel operators Jurys Doyle and BDL Staybridge have begun construction of two new hotels, and a residential scheme by Artisan – which wraps around the new 600 space multi-storey car park – is also underway. Further residential and commercial development will be brought forward over the next three to four years.

In the commercial district, 2006 ended with practical completion of Ramford Investments’ 20 Chapel Street scheme. With lettings confirmed to Ernst & Young and London stockbrokers Panmure Gordon – both at a new headline rent of £20 sq ft – there is now serious occupier interest in the development.

Take up for 2006 confirmed the confidence that exists in the city’s business district, with over 400,000 sq ft of office space let. Although this was down on a record year in 2005, take up was still in line with the high five year average. The number and diversity of transactions, particularly amongst professional and financial sectors, was a welcome feature of lettings activity.

It’s pleasing that our strategy to transform the look and performance of the commercial district is delivering results. Newly-built offices, increasing demand from professional and financial sector tenants, and rising grade A rents are setting the tone for the future. However the long-term future for the city centre will depend, to a large part, on our ability to deliver an attractive and active business district where existing business can find room for growth and which meets the needs of inward investors. The newly created Liverpool Commercial District Partnership has a major role to play in helping to maintain momentum and in the effective ‘selling’ of the city to potential inward investors.

Chamber members will also be very aware of how the scale and pull of physical change brings additional challenges for management of the city. While much of our regeneration programme will be complete by or during 2008, a number of construction projects will still be underway during Capital of Culture year. Visitors will be able to enjoy the shopping experience of Liverpool One, high profile concerts at Kings Waterfront and the significant improvement to the city’s public spaces. But the transformation of the city centre is a long term task and during 2008 Liverpool will still be a city in transition.

Finally, I’d like to update you on the proposed creation of a new company for the city, codenamed ‘Liverpool Plc’, which will draw together the skills and resources of Liverpool Vision, Liverpool Land Development Company and Business Liverpool. There has been strong support for the proposal from local businesses and we expect the new company to be operational by April 2008.

The last 10 years or so have seen a very real improvement in the economic performance of the city, with both Gross Value Added – a key economic indicator – and employment growth outstripping the national average. In the City Centre the 30 plus cranes on the skyline tell their own story. But while a lot has been achieved, there is still a lot to do to raise Liverpool’s absolute and relative performance still higher.

The new initiative is intended to ensure that the city can capitalise on the strong base that has been established by more effective focus on inward investment, co-ordination of physical and economic regeneration, support to key growth sectors and exploiting the enterprise that exists within the city. A characteristic of any successful city is that it listens and engages with the private sector. We need to work more closely with our business leaders and use the entrepreneurial spirit that exists within the city to benefit local people. One of the principles we have set down very early is that the Board of the new company will be private sector led. The city centre will continue to be a priority area. Continued improvement in city centre assets which support the very powerful economy, property, commercial, financial and financial services and the knowledge, creative and cultural sectors is fundamental to the economic health of the city and the wider city region. Future performance will still be influenced by international and national economic factors. But Liverpool is in a much stronger position now than it has been for a very long time. We can look forward to a positive future.

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Greener grass at the end of the journey

With the arrival of this year’s May bank holiday the summer getaway season has well and truly kicked off, and green tourism has never been more accessible. From high end luxury spas in pristine rainforest eco-lodges to First Choice’s efforts to prise a £1.50 voluntary offset donation from every customer, it seems no break is complete without at least a nod to its environmental impacts. But what about business travel?

With the average worker spending 15 days a year travelling to and from work and recent research revealing that a three hour a day round trip is now an acceptable reality, commuting clearly has a major impact on our mental and physical wellbeing as well as the environment. And if you’re feeling the strain, researchers at Nottingham Trent University have uncovered nine coping strategies including singing, eating, reading (not in the car!) and even checking out attractive fellow travellers. And while it may be tempting, it’s now been scientifically proven that shouting at that idiot who’s right on your exhaust pipe doesn’t help at all.

Corporate car clubs

With road congestion until recently the Department of Transport’s major priority, the craftiest car clubs are specifically tailored to the needs of corporate clients. European studies show that for each car club vehicle made available, at least five people will sell (or scrap) their existing cars. And with the cost of each staff journey made more transparent, it’s a good option for the penny-pinching fleet manager, too. WhizzGo is one such car club.

With bases in Manchester, Liverpool, Leeds, York, London, Southampton and Brighton, it offers a fleet of new low emission, LPG and biodiesel Citroens, with 16 dedicated pick-up points around London alone. Once you’re registered, you can reserve a car by phone or online anything from a year or a minute before you need it. Smart card recognition and a unique PIN opens the car and the glovebox, where the keys are waiting. If you need to extend your booking, an onboard computer puts you in touch with the reservations team. Monthly invoices provide a detailed record of all journeys, on an individual, departmental or job code basis, and heavy users can even have a WhizzGo car located in their own car park. And if for some reason your car isn’t waiting for you, WhizzGo will send you a taxi to take you to the nearest one, or cover the whole cab fare itself.

Steven Capper, Arup Leeds office manager, is clear about his reasons for using WhizzGo. ‘We used to give out company cars and when they were older than four years they became pool cars, but they have become a pain because we are constantly running around maintaining them. We are implementing an environmental management system and we asked ourselves if we could buy greener cars. One of our users told us about WhizzGo. It’s a saving using them for visiting sites and client meetings, and sits comfortably with our wider aim to promote green methods of transport.’

Let the train take the environmental strain

Of course, green business travel isn’t just about daily commuting, it’s also about cutting down those dreaded short and long haul flights. Eurostar, the high speed passenger train service between the UK and the Continent, has recently announced a 14 per cent increase in business passengers and unveiled an industry-leading plan to cut carbon dioxide emissions by 25 per cent for each traveller journey in the next five years.

With the carbon dioxide impact of a train journey already over 50 times smaller than an equivalent flight, Eurostar plans to make further reductions by installing energy meters on trains to improve efficient driving, fitting lower energy lighting, heating and air conditioning and sourcing cleaner electricity supplies. Emissions offset will be used as a last resort, funded by the company and not by passenger levies.

In addition, the company’s Tread Lightly initiative includes other environmental measures such as re-using water from train-washing, a sustainable on-board food sourcing policy, zero disposal to landfill and recycling used staff uniforms.

For more information on developing green corporate travel plans, check out the DfT and Transport 2000’s National Business Travel Network:
The name on the street

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A professional and honest approach

Kingsley Adams has now established itself as a well respected and trusted banking and executive recruitment agency. It is on the preferred supplier lists of various high street banks and regularly works ad hoc with other financial institutions and independent finance houses.

While Kingsley Adams predominantly recruits for banks they also work with other financial institutions such as private banks, investment banks, IFAs and clients within the financial markets.

The success of Kingsley Adams in this highly competitive market place is due to its consultants having an excellent knowledge of its clients’ businesses. Conducting in depth research is vital, especially if they take on assignments where a client is looking for a specific individual with sought after skills or for personnel at very senior level.

The consultants at Kingsley Adams attend various networking events in and around Liverpool and Manchester – enabling them to interact with key professionals in the industry and also provides them with an excellent insight into their target market place. Kingsley Adams also attracts clients and candidates through their ongoing marketing campaigns which include placing numerous adverts in trade press and attending various awards dinners.

Kingsley Adams has numerous high-level vacancies on its books, including relationship directors, senior managers, treasury managers and various wealth management roles in and around Liverpool, Manchester and Leeds.

For more information and up to date vacancies please take a look at www.kingsleyadams.co.uk or call Geoff Baines on 0161 819 2000, e-mail geoff.baines@kingsleyadams.co.uk

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Agency Central is an independent online directory of recruitment agencies, where you can search for agencies that specialise in placing the types of staff that you need.

You can search for recruitment agencies (we list over 1,000) in a number of different ways (specialist skills, geographic location, etc) and review details about your selected agencies before choosing to go ahead and make contact. There’s even a pre-defined template where you can e-mail information about the vacancy you need to fill.

So no matter what role you are looking to fill, make sure you’ve chosen the best agencies to work on your behalf.

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EMPLOYERS
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Il Forno is a true slice of Italy situated in the heart of Liverpool’s city centre. Recently named one of the top 10 authentic Italian restaurants in the UK by The Times newspaper, Il Forno blends a relaxed atmosphere with delicious authentic cuisine achieved by using only the finest and freshest ingredients.

Offering à la Carte, pizzeria, and gelateria options as well as a made to order cake service; Il Forno is a dining experience not to be missed.

Il Forno also accepts the Liveone20 card. Please check on-line at www.liveone20.com for more information.

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